

CHAPTER IV

CONCLUSION

As one of the biggest automotive companies in Indonesia, Auto 2000 is the main dealer of PT. Astra International Tbk Toyota Sales Operation. Auto 2000 always tries to give the finest services for the customers. Auto 2000 has many branches in Indonesia. One of them is Auto 2000 Sungkono, located on Hr. Muhammad no. 73 Sungkono Surabaya. Auto 2000 Sungkono has several departments. They are: administration department, marketing department, and the others. Administration department has several divisions such as administration unit, administration billing service, administration parts and material and cashier. Cashier Division has each vital role to support Auto 2000 especially in financial branch.

Doing internship at Auto 2000 Sungkono as a cashier staff gave many things for the writer. The writer was very proud and happy because she got an opportunity to do her internship there. The writer also got many knowledge and experiences during her internship. The writer got knowledge about the duties of cashier, such as serving customer, registering the data from customer, faxing and copying the document, closing operational and other tasks.

Besides the knowledge, the writer also got many experiences such as how to handle customer with different character, work in team, work under control with many rules and adapt in new conditions and the others.

During the internship at Auto 2000 Sungkono Surabaya as cashier, the writer not only got a lot of knowledge and experience, but also got several problems, such as when the writer met customer who had problem on payment by card, payment with counterfeit money, how to handle trouble machine. But the writer could solve her problem because she was helped by the cashier staffs.

Almost all staffs in Auto 2000 are responsible with their jobs. They came to the office on time. They finished their work on time. All of the staffs always care with customer because they consider that customers are number one. Nearly all the circumstances in this office are good, but the writer has a suggestion that Auto 2000 should provide the suitable place and facilities for praying. Auto 2000 already has Musholah, but it is not suitable enough for staffs who want pray together (Jama'ah) because it is also important for every staff who wants to *sholat*.

From the experiences, the writer was delighted to have an internship at Auto 2000 Sungkono Surabaya. The working atmosphere in Auto 2000 Sungkono Surabaya was conducive because all people who worked there are professional, discipline, friendly, and competent in each field. This situation made the writer feel comfortable to do the task from the company. Overall, the writer hopes that knowledge and experiences that she got could be useful for other people in the future.